

# TRICARE NORTHWEST

## Newsletter

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TRICARE Northwest  
Madigan Army Medical Center  
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### Madigan Army Medical Center Change of Command October 2, 1998

BG George Brown, TRICARE Northwest Lead Agent and Commander of Madigan Army Medical Center, relinquishes command on Oct. 2 at 10 a.m. in a ceremony on Watkins Field, located near I Corps Headquarters on Fort Lewis.

BG Brown will retire from the Army after 26 years of service. He will become the vice president of acute care services and facilities at Multicare Health System in Tacoma beginning this month.

The incoming commander and lead agent is BG Mack Hill. BG Hill's previous assignment was with the Office of the Army Surgeon General, where he served as the Deputy Assistant Surgeon General for Force Management/ Chief Medical Service Corps.

A welcome reception for BG and Mrs. Mack Hill will immediately follow the Change-of-Command at the Fort Lewis Officer's Club. Everyone is invited to attend the event.

### Group Health Contract Termination

Group Health Cooperative and Group Health Northwest Foundation Health Federal Service (FHFS) have notified that they will terminate their contract with effective March 1, 1999.

"A transition plan is being developed by FHFS to ensure that primary care services will not be interrupted as a result of Group Health's decision," stated Larry Naehr FHFS Vice President for TRICARE Northwest. "We will replace the Group Health primary care network," he added, explaining that FHFS is currently contacting some 400 Qual-Med providers in the existing TRICARE Extra Network to develop a new TRICARE Prime Network in Washington state.

Currently, about 18,000 military beneficiaries are enrolled in Group Health Cooperative of Puget Sound; approximately 4,500 are enrolled in Group Health Northwest in Eastern Washington. Of those, about 15,000 reside within MTF catchment areas.

"MTFs need to decide how much of the civilian TRICARE Prime population they wish to recapture," Naehr concluded while addressing the TRICARE Executive Committee.

## Madigan Makes History with TRICARE Senior Prime!

"This is truly a day for all of us to celebrate," declared Dr. Sue Bailey, recently sworn in as Assistant Secretary of Defense for Health Affairs, as she cut the ribbon September 1 to initiate the TRICARE Senior Prime Demonstration at Madigan Army Medical Center's Medical Mall.

While acknowledging the challenges of caring for Medicare-eligible retirees in the face of personnel and budget cuts, Dr. Bailey explained why this demonstration is so important. "It provides a valued benefit to those who have served their country so honorably. It also assures our men and women in uniform that their own long-term health care need are a real focus of military medicine. It provides our health care professionals the medical hands-on training that they need to meet and maintain our responsibility to provide a fit and healthy force to fight and defend this nation anywhere at anytime," she said.

Bailey, who served previously in the Pentagon as a Deputy Assistant Secretary of Defense, assumed control of the Department of Defense's two-fold medical mission: military readiness and peacetime health care on June 17. She expressed hope that the TRICARE Senior Prime demonstration would be the beginning of a partnership between two federal agencies whose missions are health care to

Americans. "As we work together and with our managed care support contractor, we will gain an appreciation for the expertise resident in each community and learn how we can best work together to provide for our beneficiaries."

Bailey also praised the TRICARE Northwest Region for its past successes as a forerunner in military health care. "The fact that this region is the first to begin the demonstration comes as no surprise," she stated. "This was the first region to have TRICARE. Even while others were working on the initial details of TRICARE, the Pacific Northwest became the test bed for other demonstrations such as TRICARE Remote. The strong partnership between Madigan and (it's managed care support contractor) and your dedication and professionalism have identified the northwest region as an excellent model for TRICARE nationwide. It is fitting that we should be here first with TRICARE Senior."

Assisting with the ribbon-cutting honors was Ms. Linda Ruiz, Administrator, Health Care Financing Administration (HCFA) Region X, who also had high praise and hopes for the demonstration. "We are pleased to have DoD as our partner and we're looking forward to these demonstration programs as the first of many partnerships. My staff and the staff of TRICARE Northwest have worked hard to bring this program to this day

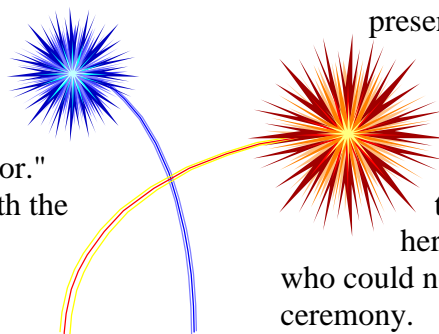
and I understand that they have worked very well together."

Ms. Ruiz then added a personal note. "My father received heart surgery here two years ago. The care that my parents here as military retirees has been of the very highest quality and we're proud to be part of this system and look forward to going forward with this project."

Foundation Health Federal Services Chief Operating Officer, Jim Woys, enjoined Ms. Ruiz in giving Madigan high marks for care. "There's not another facility in the country like this. For people who get their care here, it's just outstanding, and it's not just the brick and mortar of the building. It really is that exceptional medical staff that provides you that quality health care," he concluded.

Capping off the ceremony, Mrs. Madeliene Haller was presented the first TRICARE Senior Prime card and a plaque commemorating the fact on behalf of her husband, Edward, who could not attend the ceremony.

In pledging his support, TRICARE Northwest Lead Agent and Madigan Commander Brig. Gen. George Brown spoke directly to the Medicare-eligible retirees attending the ceremony. "I would say that the single most effective agent of change was you...your retiree groups were very vocal in terms of making this a reality, and without that support, we would not have been



able to do the job that we want to do for you."

"We want to do this; we're proud to do this; and we think that it is the right thing to do...and we want to make you raving fans of TRICARE," he concluded

## October is Breast Cancer Awareness Month

### DID YOU KNOW...

- Breast cancer is the most commonly diagnosed cancer among women and is a leading cause of cancer deaths
- The diagnosis rate of breast cancer has grown 2% each year since 1980.
- Over 180,000 women will be diagnosed with breast cancer in the United States this year. Of those, over 44,000 will die.
- The number of American women who will die of breast cancer in this decade will exceed all of the American deaths from all of the wars in the 20<sup>th</sup> Century.
- A new case is diagnosed every three minutes; a woman dies of it every 12 minutes.
- Early detection through clinical examinations, mammograms, and monthly self-breast examinations can lead to better survival rates.

For more information regarding breast cancer education, contact Cynthia Toft, RN at 968-1338. Genetic Counseling is available at Madigan Army Medical Center by contacting Jamilyn Daniels,

968-0786. For more information regarding the DoD Breast Cancer Initiative, contact Carol S. Campbell, Program Administrator at 968-0744. ☎

## Corporate Executive Information System (CEIS) Updates:

### • Centralized Registration and Training on the Internet

Due to DoD funding constraints, centralized registration and training for CEIS Quantum/Trendpath and Trendstar is now done on the CEIS Home Page at <http://www.ceis.ha.osd.mil>

Since September, CEIS Region 11 training is being conducted at Tacoma (Madigan Army Medical Center) and Spokane (92 MDG, Fairchild AFB) only. Efforts are being made to add Oak Harbor as a training site in the future. Under the new web based registration and enrollment procedures, CEIS Training is conducted on a first-come, first-served basis. After requesting a CEIS account and completing information to obtain login and password, personnel may register for classes on the CEIS web page. By registering users can access the CEIS Resource Guide, CEIS documentation, report archives, data dictionaries and more.

Additionally there is a link to the CEIS Home Page via the TRICARE Northwest Internet Web Site at:

[http://tricarenw.mamc.amedd.army.mil/frames/Operations/default\\_main.htm](http://tricarenw.mamc.amedd.army.mil/frames/Operations/default_main.htm)

For further assistance concerning CEIS training, contact Alice Dowie, CEIS Regional Instructor, at (253) 968-1928 or DSN 782-0424.

## CEIS Software Updates

The newest update, Version 1.6.2, will provide six additional QUANTUM reports to support the EBC tracking efforts currently underway in the field. The primary report in this release is the EBC Resourcing Scorecard, which allows the user to compare actual resources consumed with the facilities capitated earnings.

The six new reports are:

- \* EBC Resourcing Scorecard [in \$]
- \* MTF EBC Capitation Rates
- \* EBC Medicare Allocation [in \$000]
- \* Equivalent Lives by AD, ADFM, NADD/Age
- \* EBC Lead Agent Summary [in \$000]
- \* Quarterly External Care Purchased/Provided [in \$000]

Another CEIS software upgrade, Version 1.7, scheduled for late October/early November will provide **four additional Quantum reports that include:**

- \* EBC Enrollee Variable Cost
- \* EBC Variable PMPM Cost
- \* Medicare Interim Payments
- \* Managed Care Efficiency

Users who have been granted access to these reports by their

Resource Management Directors will find these reports under the Resource Management icon of the CEIS QUANTUM Module. (POC:Mike Fitta, DSN 782-2902)

## Scheduled Activities



- CEIS/Data Quality Management Workgroup 9, 23 October and 6, 20 November (MAMC)
  - TRICARE MCP Training Meeting 27-28 October (San Antonio TX)
  - Region 11 Information Management Committee 30 October (Naval Hospital Bremerton)
- If interested in participating in one of these upcoming activities, contact Maj Norm Winter, DSN 782-1928.

## Food Services Sanitation Course

Preventive Medicine Services will be conducting the Applied Food Services Sanitation Course, October 26-30. This course is directed toward new food services managers, civilian and military, and others who may need a sanitation refresher course.

Classes will be held from 8 a.m.- 4 p.m., Monday - Friday, at the Environmental Health Office, building 9911B, Ramp 2, Old Madigan. For more information and scheduling, contact SSG Sacherer at (253) 968-4337.

## Surveillance Activities : Part I, What is Surveillance?

**Surveillance - def.: Close observation or the act of observing or watching over something.**

Surveillance represents one of the key elements in any government contract. Contracting Officer's Technical Representatives (COTRs) at each facility, in conjunction with MTF functional experts, use a surveillance plan as one of many tools to monitor contractor activities. Intended to ensure a fair, effective and systematic method for evaluating contractor performance, the plan uses a variety of surveillance methods that provide quality assurance (QA) for the Government while keeping the cost of surveillance reasonable. Other surveillance and/or compliance reviews not included in the plan may also be used, however.

The surveillance plan is based on the premise the contractor, not the Government, is responsible for management and quality control actions to meet the terms of the contract. The Government has responsibility for quality assurance activities to ensure all deliverables and services are

received according to contract specifications.

Review of contractor performance and documentation of compliance with contract provisions are administered by a surveillance team. This team consists of the Administrative Contracting Officer (ACO); Procurement Contracting Officer (PCO); Contracting Officer Representative (COR); Alternate Contracting Officer Representative (ACOR); Contracting Officer Technical Representatives (COTRs) and Technical Assistants (TAs). In addition to the formal surveillance team, all MTF and Lead Agency staff members are encouraged to assist in regional surveillance activities through identification of contract noncompliance or other QA or control issues. It is critical for all individuals involved in contract compliance monitoring activities to remain objective, fair and consistent in evaluating contractor performance against set standards. (More on the surveillance players in the next issue)☼

## PORTABILITY

Effective 1 October 1998, TRICARE Prime enrollees may either transfer enrollment from an MCS contractor to a USFHP designated provider or from a USFHP designated provider to an MCS contractor. The change in portability provisions for Tricare Prime enrollment was made as a result of Change No. 118 to the Operations Manual.☼